

ORDER SCHEDULING SYSTEM AND METHOD FOR SCHEDULING APPOINTMENTS
OVER MULTIPLE DAYS

ABSTRACT OF THE DISCLOSURE

A system and method schedules splittable work orders to provide customers with requested service and efficiently utilize service resources. The method includes forming a list of appointment windows for days on which service may be performed. A request for service from a customer is identified as being a splittable work order. The splittable work order is assigned a job duration required to complete the order and a split time less than the job duration. An appointment window on a first day during which a portion of the service may be scheduled is determined. The appointment window is for the split time in duration. At least one appointment window on a subsequent day or days during which the remainder of the service may be scheduled is then determined. The splittable work order is scheduled by assigning the work order to the determined appointment windows on the determined first and subsequent days.